



## Virginia Information Technologies Agency

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## HELP ME!!!!

Computer or phone trouble? To report a problem or outage, ask general questions, or order new services, the VITA Customer Care Center is your one-stop shop. Call the VITA Customer Care Center toll-free at 1-866-637-VITA (8482) or send e-mail to [VCCC@vita.virginia.gov](mailto:VCCC@vita.virginia.gov). The VITA Customer Care Center is open 24 hours per day, 7 days per week, 365 days per year.



VITA Customer Care Center: <http://www.vita.virginia.gov/vccc>

## Introduction to VITA

The Virginia Information Technologies Agency (VITA) is the Commonwealth's new consolidated, centralized information technology organization or IT "utility" agency. Established by the 2003 General Assembly, VITA's responsibilities fall into three primary categories: operation of the IT infrastructure for "in-scope" agencies, governance of IT investments, and procurement of technology-related goods and services.

Also included within VITA's purview are enterprise applications, such as the statewide budgeting, accounting, payroll, and personnel systems. IT responsibilities within in-scope agencies are focused on agency-specific business applications.

VITA enabling statute: <http://www.vita.virginia.gov/about/vitaleg.cfm>

VITA Business Plan: <http://www.vita.virginia.gov/docs/pubs/businessPlan/businessPlan.cfm>

List of "in-scope" agencies:

[http://www.vita.virginia.gov/integration/docs/03-17-2004\\_VITA\\_In\\_Scope\\_Agencies.pdf](http://www.vita.virginia.gov/integration/docs/03-17-2004_VITA_In_Scope_Agencies.pdf)

## Mission & Vision

VITA's mission statement is: "To be a model of operational excellence through delivery of enterprise IT services and solutions that represent best value at lowest cost." The vision of what VITA intends to achieve expands upon the concepts of quality, economy, value, and service inherent in our mission statement:

- **Create value**—Provide enterprise IT services supporting the business of state government at the best return on investment.
- **Improve the Commonwealth's competitive position in the national and world marketplace**—Harness opportunities to utilize technology to improve the availability, quality, and responsiveness of state services—seamless, friendly, anywhere, anytime.
- **Create accountability for how public funds are spent on technology.**
- **Grow our employees**—Embed opportunities for professional growth and development into the agency's organization and operations.
- **Serve as the model for transforming state government**—Pursue streamlined business processes and innovative partnerships that revolutionize service delivery at significantly lower costs.

Information about VITA's mission and vision: <http://www.vita.virginia.gov/about/vision.cfm>



## Governance

The Information Technology Investment Board (ITIB) was established by the 2003 General Assembly as a supervisory board to review and prioritize enterprise-wide technology investments across state government, oversee the operations of VITA and IT infrastructure for the Commonwealth, and advise the Governor and General Assembly on the use of cost savings to fund further IT service improvements and investments. The Board is composed of 10 members appointed by the Governor and the General Assembly. The Board is



responsible for hiring the Chief Information Officer (CIO) of the Commonwealth to serve as VITA's chief administrative officer under a five-year contract to ensure continuity across administrations. The *Code* assigns specific responsibilities to the ITIB and to the CIO, divided between VITA operations and oversight of executive branch IT investments.

ITIB information (members, meetings, docs): <http://www.vita.virginia.gov/ITIB/ITIB.cfm>

CIO of the Commonwealth: <http://www.vita.virginia.gov/about/bios/CIO.cfm>

## Organization

VITA's organizational structure emphasizes customer service and promotes consistent technological competence and opportunities for professional advancement. The VITA organization is divided into eleven directorates beneath the CIO of the Commonwealth in seven functional areas, including accountability, boards, business systems, customer services, finance, governance, and human resource management.

VITA organizational overview: <http://www.vita.virginia.gov/about/organization.cfm>

## Operational Excellence

VITA's customers want services and solutions that work, are on time, are reliable, and are framed within a first-class network of customer support. By being the best and most efficient in both cost and process, VITA will be a model for operational excellence. To achieve operational excellence, VITA must focus on the solutions that can be developed once and utilized by many. VITA is not focused on providing highly customized and unique solutions or on embracing each and every cutting edge technology as it emerges—we adopt new technologies when they provide a means to address specific customer needs.

VITA's value proposition and pillars: <http://www.vita.virginia.gov/about/opExcellence.cfm>

## Working with VITA

To simplify your working relationship with VITA, there are three primary individuals who serve as liaisons: Enterprise Service Directors (ESDs), Service Level Directors (SLDs), and Agency IT Resources (AITRs). These positions are responsible for the overall management of IT services, identification of opportunities that will benefit multiple agencies, and careful management and communication between and among agencies. Their role is to ensure that IT services and support are fully aligned with your agency's business objectives and mission.



## Enterprise Service Directors

Enterprise Service Directors (ESDs) are VITA employees who are the principal service advocates for the Secretariats they represent. There is typically one ESD per Secretariat, though some ESDs represent two Secretariats. ESDs work to identify and promote opportunities for efficiencies and savings, ensure alignment between business needs and IT services, work with Cabinet and agency executive managers, and build relationships between and among Secretariats. ESDs supervise the SLDs.

List of ESDs: <http://www.vita.virginia.gov/about/ESDs.cfm>

## Service Level Directors

Service Level Directors (SLDs) are also VITA employees. SLDs manage day-to-day operations and service provision for the agencies they represent. Most will work on-site at the agency, while others may represent several smaller agencies. They supervise VITA employees located on-site and report directly to the ESDs. SLDs work closely with the management teams of customer agencies to ensure service delivery is satisfactory.

List of SLDs: <http://www.vita.virginia.gov/jobs/esdInfo.cfm>

## Agency IT Resources

Agency IT Resources (AITRs) are employees of VITA's customer agencies. The Code of Virginia requires each executive branch agency to designate an AITR to serve as a liaison between their agency and VITA for strategic planning purposes. AITRs are not necessarily technical staff; they are typically at a senior level in their agencies and have a solid understanding of their agencies' core missions, businesses, and technical environments. In addition to authorizing IT expenditures for their agencies, AITRs work collaboratively with SLDs and ESDs to identify opportunities and achieve service improvements.

List of AITRs: <http://www.vita.virginia.gov/jobs/esdInfo.cfm>

## VITA Services and Support

VITA is the Commonwealth's IT "utility" that operates the Commonwealth's IT infrastructure. VITA services are divided into service families, including:

- **Business Services**, such as application development and workflow automation.  
<http://www.vita.virginia.gov/services/busServe/busServe.cfm>
- **Computing Platform**, including mainframe, enterprise back-up, and server support.  
<http://www.vita.virginia.gov/services/compPlatform/compPlatform.cfm>
- **Desktop & End User**, including on-site support, seat management, and wireless support.  
<http://www.vita.virginia.gov/services/desktopEnduser/desktopEnduser.cfm>
- **E-Government Services**, including web development and domain name services.  
<http://www.vita.virginia.gov/services/eGov/eGov.cfm>
- **Geospatial Information Services** through the Virginia Geographic Information Network (VGIN).  
<http://www.vita.virginia.gov/services/knowSys/gis.cfm>



- **Network Services**, including wide area networks, data center access, and engineering services.  
<http://www.vita.virginia.gov/services/networkSvcs/networkSvcs.cfm>
- **Video Services**, including video conferencing, video production, and audio/video services.  
<http://www.vita.virginia.gov/services/videoServe/videoServe.cfm>
- **Voice Services**, including local and long distance, audio bridging (teleconference calls), cellular service, pagers, and radios.  
<http://www.vita.virginia.gov/services/voiceServices/voiceServices.cfm>

VITA also provides IT consulting services and can assist your agency with brokering additional support from within the Commonwealth's IT workforce or leveraging assistance available via state contract.

### Ordering Services

To order a new service from VITA or change the scope of existing services, contact your Service Level Director (SLD) or contact the VITA Customer Care Center toll-free at 1-866-637-VITA (8482) or [VCCC@vita.virginia.gov](mailto:VCCC@vita.virginia.gov). If you have questions about a specific service, visit VITA's service catalog online at <http://www.vita.virginia.gov/services/services.cfm> and click on the service you are interested in. Contact information for a subject matter expert at VITA is included with the service description.

### Getting Help

To report a problem or outage, ask general questions, or order new services, the VITA Customer Care Center is your one-stop shop. Call the VITA Customer Care Center toll-free at 1-866-637-VITA (8482) or send e-mail to [VCCC@vita.virginia.gov](mailto:VCCC@vita.virginia.gov). The VITA Customer Care Center is open 24 hours per day, 7 days per week, 365 days per year.

VITA Customer Care Center: <http://www.vita.virginia.gov/vccc/agencies.cfm>

### Paying for VITA Services

The *Code of Virginia* establishes VITA as an internal service fund agency, meaning that the agency is largely funded by user fees charged to pay for services. The Joint Legislative Audit and Review Commission (JLARC) approves all rates for VITA services. All customers are charged the same fees for the same services.

Your agency receives bills on a monthly basis from VITA that provide a breakdown of costs incurred by your agency. For questions about your bill, contact your SLD or the VITA Billing Office at (804) 225-4311 or [billing@vita.virginia.gov](mailto:billing@vita.virginia.gov).

VITA Rate Sheets: <http://www.vita.virginia.gov/docs/rates.cfm>



## Virginia Information Providers Network (VIPNet)

### Background

The Virginia Information Providers Network (VIPNet) is a managed service operated through a public / private partnership between Virginia Interactive and VITA. Established by the 1996 General Assembly, the purpose of VIPNet is to expand the breadth of government information and services available online. Through a competitive procurement process in 1997, a contract was awarded to Virginia Interactive (VI), a subsidiary of the electronic government company, NIC, to serve as the network manager for VIPNet.

Since the launch of its homepage on March 18, 1998, VIPNet has played an invaluable role in Web-enabling government by assisting Commonwealth government entities in creating Websites and offering Web-based interactive services. VIPNet also provides businesses and citizens of the Commonwealth access to Virginia government information and services via the Internet through a comprehensive, electronic portal—the official homepage for the Commonwealth of Virginia.

VIPNet enabling legislation:

[http://www.virginia.gov/cmsportal/vipnet\\_987/information\\_1000/legislation\\_1719/index.html](http://www.virginia.gov/cmsportal/vipnet_987/information_1000/legislation_1719/index.html)

NIC, a worldwide leader in providing electronic government services: [www.nicusa.com](http://www.nicusa.com).

Official Virginia homepage: [www.virginia.gov](http://www.virginia.gov)



### Funding

VIPNet does not use state tax dollars for its operations. Rather, VIPNet is self-funded through minimal user fees generated by enhanced access applications to commercially viable information, such as DMV driver and vehicle records for approved users and lobbyist registration. The revenue from these fee-based applications is used to compensate VI and to underwrite the numerous free services provided for citizens through virginia.gov.

### Services

The primary purpose of VI's Richmond-based staff of Web designers, programmers, graphic artists, and project managers is to Web-enable government. Working in conjunction with its information partners, VIPNet has developed or assisted in the development of numerous interactive services and sites, such as the Commonwealth Calendar, Live Help, online licensing, real time election reporting, interactive search functions, electronic payments, online shopping, and online event registration.

VIPNet is the electronic government provider of choice for the Commonwealth. Because it was established through a competitive process to provide a range of services, working with VIPNet is in alignment with the Commonwealth's procurement requirements.

VIPNet services: [http://www.vipnet.org/cmsportal/vipnet\\_987/services\\_1145/index.html](http://www.vipnet.org/cmsportal/vipnet_987/services_1145/index.html)

Commonwealth Calendar:

[http://www.vipnet.org/cmsportal/services\\_869/commonwealth\\_1645/](http://www.vipnet.org/cmsportal/services_869/commonwealth_1645/)



## Benefits to the Commonwealth

VIPNet provides numerous benefits to the Commonwealth, making it the provider of choice for Web-enabling government services. Benefits include:

- Increased accessibility of government services to citizens anytime, anywhere.
- Extensive national and international recognition for the Commonwealth resulting in economic development opportunities and improved ability to attract and retain businesses.
- Significant cost-avoidance to the Commonwealth. The Virginia portal and more than 35 free citizen services are completely self-funded whereas other states expend more than \$10 million annually to develop and maintain their homepages.
- Excellent return on investment and highest user satisfaction ratings.

## Technology Investment & Oversight

On behalf of the CIO of the Commonwealth and the ITIB, VITA is responsible for implementing an integrated approach to the management of information technology investments. The selection, control, and evaluation of IT investments are framed by Information Technology Investment Management (ITIM) principles and best practices. In addition to overseeing IT strategic planning and major IT projects and project management, VITA promulgates IT-related policies, standards, guidelines and other guidance to ensure an enterprise approach and reasonable level of standardization of the infrastructure, or architecture, shared by all or many.

VITA's Project Management Division: <http://www.vita.virginia.gov/projects/pmd.cfm>

## IT Strategic Planning

IT Strategic Planning is a systematic method used to set broad direction and specific goals for managing information and supporting delivery of IT services to customers. Your agency is required to develop and maintain an Agency IT Strategic Plan to align the IT organization and budget with Commonwealth technology initiatives and with your agency's organizational priorities, goals, and objectives. The IT strategic planning process should include both business and technology managers within your agency.

IT Strategic Planning guidance & templates: <http://www.vita.virginia.gov/ctp/strategic.cfm>

## Commonwealth Technology Portfolio

The Commonwealth Technology Portfolio is a repository for agency IT investments in the Commonwealth of Virginia. The Portfolio organizes agency inventory information from a business driven perspective. As part of the Agency IT Strategic Planning process, your agency will develop, manage, and maintain an Agency Technology Portfolio to support technology investment decisions, including major technology procurements and projects.

Commonwealth Technology Portfolio: <http://www.vita.virginia.gov/ctp/index.cfm>



## Major IT Projects Report Dashboard

The Commonwealth Major IT Project Status Report Dashboard provides you with a succinct and timely summary of the status of your major information technology projects. This Internet accessible report provides decision makers with a visual status indicator, or dashboard, for each major project, along with links to detailed information. The dashboard establishes a common framework for agency staff, Secretariats, and oversight committees to periodically update project activity, monitor progress, and assess risks.

Dashboard access: <http://apps.vita.virginia.gov/Dashboard/>

## Project Manager Development Program

The Project Manager Development Program (PMDP) provides project managers throughout the state with the tools, training, and resources to help them complete projects with major IT components on time and on budget. The PMDP satisfies the Code of Virginia's mandate for establishing standards for project manager (PM) qualification, selection, and training, and also creates a dynamic, comprehensive, full-service PM identification and training program. To be eligible to manage projects for your agency, PMs must complete mandatory training and pass qualification tests.

PMDP Web site: <http://www.vita.virginia.gov/ittrain/pmdev/pmdev.cfm>

## Policies, Standards, Guidelines, and Architecture

On behalf of the CIO of the Commonwealth, VITA develops and promulgates IT-related policies, standards, guidelines and other guidance that applies to your agency's IT environment. The purpose is to ensure enterprise management of the IT infrastructure—that all the pieces fit together for your agency and across the Commonwealth. Development of guidance documents is a stakeholder-driven process and typically includes a review and comment period where you and your agency can provide input.

Guidance documents: <http://www.vita.virginia.gov/docs/psg.cfm>

Online Review and Comment Application (ORCA):  
<http://apps.vita.virginia.gov/publicORCA/default.asp>



## Security

While assuring information security is the responsibility of each agency head, VITA's Security Services provides information technology security support, oversight, and guidance to the Commonwealth's agencies in conjunction with the state's Security Policy, Standard and Guideline. Security interfaces with all level of government along with internal and external entities in the pursuit of that mission.

Information Technology Security Policy (90-1) (12/7/2001)  
<http://www.vita.virginia.gov/docs/psg/ITSecurityPolicy90-1R3.pdf>

Information Technology Security Standard (SEC2001-01.1) (12/7/2001)  
[http://www.vita.virginia.gov/docs/psg/COVA\\_STMG\\_T Security Std REV.pdf](http://www.vita.virginia.gov/docs/psg/COVA_STMG_T Security Std REV.pdf)

Security Guideline (SEC2001-01.1) (12/2/2001)  
[http://www.vita.virginia.gov/docs/psg/SEC2001\\_01\\_1\\_ITSecurityGuid.pdf](http://www.vita.virginia.gov/docs/psg/SEC2001_01_1_ITSecurityGuid.pdf)



## IT Procurement

Since 2002, VITA has had procurement authority for information technology and telecommunications goods and services for state agencies and institutions. All information technology and telecommunications goods and services must be procured in accordance with the Virginia Public Procurement Act and VITA's Guide to Technology Procurement. Your agency may purchase goods and services off of state contract or work with VITA's Supply Chain Management Division on specialized procurement needs.

Virginia Public Procurement Act:

<http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC020200000430000000000000>

VITA's Guide to Technology Procurement:

<http://www.proreform.virginia.gov/documents/FINALBUYINGSMARTER070103.pdf>

Statewide IT Contracts: <http://www.asd.virginia.gov/contract/contracts.asp>

## Procurement Services

SCM provides the following sourcing and contract services for state agencies, institutions, localities, and other public bodies:

- **Enters into statewide contracts** for the purchases of information technology and telecommunications goods and services which are open to use by all public bodies in Virginia and provide high-quality goods and services at volume, discounted pricing;
- **Provides sourcing expertise and contracting assistance** for state agencies and institutions procuring IT and telecommunications goods and services;
- **Provides market analysis, supplier analysis and sourcing consulting** for state agencies and institutions in making their IT and telecommunications procurement choices;
- **Consolidates and leverages the Commonwealth's buying power** for IT and telecommunications to provide the best IT pricing and solutions;
- **Invites, promotes and sustains increased access, participation and partnerships** with small-, minority- and women-owned businesses;
- **Develops partnerships with leading IT and telecommunications suppliers** to provide best value innovative IT solutions to state agencies and institutions.
- **Provides analysis and identifies opportunities and methodologies** to identify value, risks and priorities for all IT and telecommunications procurements.

VITA Supply Chain Management Contacts: <http://www.oas.virginia.gov/staff/>



## VITA Quick Contact List

If you need to...	Contact...
Report a problem or outage	VITA Customer Care Center toll free 1-866-637-VITA (8482) or <a href="mailto:VCCC@vita.virginia.gov">VCCC@vita.virginia.gov</a>
Order new services	VITA Customer Care Center toll-free 1-866-637-VITA (8482) or <a href="mailto:VCCC@vita.virginia.gov">VCCC@vita.virginia.gov</a>
Ask questions about your VITA bill	VITA Billing Office (804) 225-4311 or <a href="mailto:billing@vita.virginia.gov">billing@vita.virginia.gov</a>
Purchase IT-related goods or services	VITA Supply Chain Management (804) 371-5987 or <a href="mailto:VITAAcquisitionServices@vita.virginia.gov">VITAAcquisitionServices@vita.virginia.gov</a>
Ask about staff transitioning to VITA during Integration	Susie Witter, VITA Human Resource Management (804) 343-9003 or <a href="mailto:susie.witter@vita.virginia.gov">susie.witter@vita.virginia.gov</a> Alternative: (804) 343-9019 or <a href="mailto:HR@vita.virginia.gov">HR@vita.virginia.gov</a>
Ask about the Integration process (non-personnel)	Your Enterprise Service Director, Service Level Director, or Agency IT Resource. List available at <a href="http://www.vita.virginia.gov/about/ESDs.cfm">http://www.vita.virginia.gov/about/ESDs.cfm</a>
Discuss information security	Jeff Deason, VITA Security Services (804) 371-5660 or <a href="mailto:jeff.deason@vita.virginia.gov">jeff.deason@vita.virginia.gov</a> Alternative: (804) 371-5605 or <a href="mailto:security@vita.virginia.gov">security@vita.virginia.gov</a>
File a compliment or a complaint about VITA services	Your Enterprise Service Director. List available at <a href="http://www.vita.virginia.gov/about/ESDs.cfm">http://www.vita.virginia.gov/about/ESDs.cfm</a>
Get help with IT Strategic Planning or have questions about policies, standards, and guidelines	Dan Ziomek—Strategic Planning (804) 371-2763 or <a href="mailto:dan.ziomek@vita.virginia.gov">dan.ziomek@vita.virginia.gov</a> Paul Lubic—Policies, Standards & Guidelines—(804) 371-0004 or <a href="mailto:paul.lubic@vita.virginia.gov">paul.lubic@vita.virginia.gov</a> Alternative: VITA Strategic Management Services (804) 225-3622 or <a href="mailto:VITASMS@vita.virginia.gov">VITASMS@vita.virginia.gov</a>
Check on the status of a project or review Project Manager Qualifications	Mike Sandridge, VITA Strategic Management Services (804) 371-2762 or <a href="mailto:michael.sandridge@vita.virginia.gov">michael.sandridge@vita.virginia.gov</a> Alternative: (804) 225-3622 or <a href="mailto:PMD@vita.virginia.gov">PMD@vita.virginia.gov</a>
Get information about the IT Investment Board	IT Investment Board Executive Director Roslyn Witherspoon (804) 786-9579 x3804 or <a href="mailto:roslyn.witherspoon@governor.virginia.gov">roslyn.witherspoon@governor.virginia.gov</a>
Web-enable a service or get help with electronic government services	Tracy Smith, VIPNet, (804) 692-0599 or <a href="mailto:tracy@vipnet.org">tracy@vipnet.org</a>
Ask about proposals received under the PPEA	Dan Ziomek at (804) 371-2763 or <a href="mailto:dan.ziomek@vita.virginia.gov">dan.ziomek@vita.virginia.gov</a> or Bob Haugh at (804) 371-5575 or <a href="mailto:William.haugh@vita.virginia.gov">William.haugh@vita.virginia.gov</a>
I give up! I'm not sure who I should call!	Your Enterprise Service Director, Service Level Director, or Agency IT Resource. List available at <a href="http://www.vita.virginia.gov/about/ESDs.cfm">http://www.vita.virginia.gov/about/ESDs.cfm</a> .